

**REPORT SUBMITTED BY THE ITU ON THE REGULATORY FRAMEWORK AND
RESEARCH ON THE BEHAVIOR OF CONSUMERS OF TELECOMMUNICATIONS
SERVICES IN LATIN AMERICA**

The XXVI Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To instruct the Secretariat of CITEC to distribute to the Member States the report “Regulatory Framework and Research on Behavior of Consumers of Telecommunications Services in Latin America,” prepared by the ITU Americas Regional Office in collaboration with CITEC.
2. To request that the Rapporteurship on protecting the rights of telecommunication service users include the above-mentioned report in the Technical Notebook “Rights of Users of Telecommunication Services,” under the responsibility of that Rapporteurship, so as to assist in disseminating the Report.

¹ CCP.I-TIC/doc. 3623/15 rev.1